

## ON-THE-JOB TRAINING STRENGTHENS WORKFORCE

**ABOUT RESOLUTE TISSUE.** Resolute Tissue is a leading, value-driven, low-cost, vertically integrated paper manufacturer and a member of the Manufacturers Association of Central Florida. The company provides sustainable premium and recycled tissues and towels for the retail and away-from-home markets. Resolute Tissue is committed to the safety and well-being of its employees while exceeding customer expectations.

**THE CHALLENGE.** Resolute Tissue enjoyed steady business, but the company was experiencing high workforce turnover. The plant's sophisticated equipment required expensive on-the-job training (OJT) for Resolute Tissue employees. Fortunately, a series of connections gave FloridaMakes, part of the MEP National Network™, the opportunity to provide assistance.

**MEP CENTER'S ROLE.** The FloridaMakes business advisor that is partnered with the Manufacturers Association of Central Florida became aware of Resolute Tissue's situation through the Association's networking events. The business advisor researched available support in the region and led an effort to qualify Resolute Tissue for OJT financial support from the local CareerSource agency. Resolute Tissue hired new team members and updated job descriptions to reduce future turnover. It also implemented a system for monitoring the turnover rate to determine the impact of the OJT training.

"The FloridaMakes business advisor patiently coordinated the connection of the CareerSource representative with Resolute Tissue's Human Resources Department. Once the connection was made, [FloridaMakes] was instrumental in helping determine which opportunity best fit Resolute Tissue's needs and how to qualify for this assistance."

-Maryann Dannert, Human Resources Generalist

## RESULTS



28 new hires



\$65,000 in cost savings



Monitoring turnover rate to determine reduction amount

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